ORIENTATION BINDER TABLE OF CONTENTS

General Information

Purpose of the Department and Project

Location of the Project Office (physical address, mailing address)

Project Main Phone/Fax Numbers

Normal Business Hours

Emergency Numbers

Project Organization

Government structure (agency, department, division, branch, section)

HHSDC

    i) Intro to HHSDC org (www.hwdc.cahwnet.gov/about/hhsdcorg.htm)

    ii) SID org chart

    iii) SID Project Managers, projects/functions, phone numbers

    iv) sidweb info on each project

Project

    i) Project org chart

    ii) Project/task responsibilities

    iii) Clerical and assignments

    iv) Vision/Charter

    v) Current status (SID Status Report)

    vi) Current Schedule

    vii) Regular Meeting Schedule

CDSS Program

    i) CDSS website (www.dss.cahwnet.gov/getser/default.htm)

    ii) Roles and Responsibilities/SPOCs

Prime Contractor

IV&V

    i) Participants, roles, task list

< Specific Unit or Section Procedures >

      i)   Meeting schedules

      ii) Training and Reference Materials

      iii) SPOC List and Specialities

Policies

HHSDC's Network Access Policy

HHSDC Violence Policy, Reporting Form

HHSDC Sexual Harassment Policy

Gifts from Vendors

Publicity and Requests for Information from the Public or Media

Building Information

Break Room, Vending Machines, Coffee Club

Badges, Building Alarms, Access Hours, Keys and Door Codes

Conference Rooms

Copiers, Printers, Scanners, and Fax Machines

Facility Problems or Maintenance

Fire Alarms/Evacuation Sites

Fire Extinguishers

First Aid Kits

Floor plan, Site plan, and Parking Areas

Locker Rooms, Workout Room, and Shower Facilities

Lost and Found

Parking and Parking Passes

Security

Thermostats and Temperature Controls

Trash Service

Administrative Information

Broken Furniture, Lights, or Phones

Cubicle/Office Keys

Mail and Sending Packages

      i)   Interagency mail codes

Holidays

Office Equipment and Supplies

Phones and Voice Mail

      i)   Project Office Phone List with Pagers and Cell Phone Numbers

      ii) CDSS Program Phone List

      iii) County/Consortia/Regional Phone List

      iv) Help desk numbers

      v) Pac Bell voice mail guide

      vi) Phone instructions

      vii) Pager instructions

      viii)   Suggested voice mail and pager greetings

Prohibited Activities

Recycle/Shred Bins and Confidential Destruct

Taxis and State Cars

Timesheet Procedures

      i)   List of Paydays

      ii) Absence request procedures

      iii) Authorization for extra hours

Travel procedures

      i)   Instructions for making travel arrangements

      ii) Request to exceed travel lodging procedures

      iii) Commercial car rental contracts

      iv) DGS, fleet admin car rates

      v) Travel expense claim procedures for state staff and county consultants

      vi) Travel expense claim sheet

      vii) CALTREC instructions

Training

    i)   Skills survey (products, business skills)

    ii)   Project-Owned Computer Based Training Materials, Books

    iii)   HHSDC Training center info (www.training.cahwnet.gov)

    iv)   Map to HHSDC Training Center and driving directions

    v)   Other Training Resources

Computers and Network

Basic Instructions for Logging In and Shutdown

Backups

Dialup Access

Document Templates and Forms

E-mail Accounts

Help Desk and Help desk form

Instructions for requesting laptops, projectors, etc.

    i)   Laptop users guide

    ii)   Instructions for the projector

Internet Access

Intranet

List and explanation of the computer drives

MS Outlook Instructions

    i)   Granting calendar viewing access to others

    ii)   MS Outlook Training Materials

    iii)   Suggested MS Outlook Out-of-Office message

Passwords

Printers

Tools and Tracking Systems Overview

    i)   Description of each tool/tracking system

    ii) Matrix of key forms/templates/tools, location on network, user id required (y/n), password, who to contact for help

Virus Protection

Documentation Guidelines

Document Distribution

Document Retention Guidelines

Library

Naming Guidelines

Sensitive or Confidential Documents

Local Information

Banks

Copy Centers

Dry Cleaners

Gas Stations

Grocery/Drug Stores

Gyms/Health Clubs

Hotels and Motels

Post Office/Mail Centers

Restaurants

Maps and Directions to Common Locations

Project Location

HHSDC Cannery

HHSDC Training Center

CDSS

Map of County Regions/Consortia

Plans, Processes and Reference Materials

(List of all items and location where they can be found or accessed. The following items are examples and not considered a complete list.)

Acronyms and Abbreviations

Change Control Procedures

Configuration Management Plan

Contract Management Plan

County Request for EDP Process

Deliverable Management Process

Document Review and Approval Process

Document Tracking Process

Emergency and Evacuation Plan

Help Desk Procedures

Issue/Action Item Tracking Process

Invoice Process

Library Process

List of Pertinent Fed and State Web Sites for Reference

Pertinent Legislation

Pertinent Policy Letters or All County Letters (or index of letters)

Project Charter

Project Glossary

Project Management Plan

Quality Assurance Plan

Risk Management Plan

Staff Transition Process

Vendor Handbook